

IN THE CLAIMS

Please amend the claims as follows:

1. (Currently Amended) A server device, comprising:

a customer-information storage section which stores customer information regarding at least one ~~registered~~ pre-existing customer, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

a staff-information storage section which stores staff information regarding at least one sales staff in association with the customer information stored in said customer-information storage section;

a communications section which sends and receives predetermined information to and from at least one customer terminal and at least one sales-staff terminal which are connected with each other through a communications network;

a product-information sender which sends predetermined product information to the at least one customer terminal through said communications section;

a contact-information receiver which receives contact information sent, to any sales staff, from the at least one customer terminal in association with the product information sent by said product-information sender, through said communications section;

a customer information acquirer which acquires customer information regarding a pre-existing customer corresponding to the at least one customer terminal from said customer-information storage section, in response to the contact information received by said contact-information receiver;

a staff-information acquirer which acquires staff information regarding a specified sales staff associated with the pre-existing customer, from said staff-information storage

section, in accordance with the customer information acquired by said customer information acquirer; and

a sales-information sender which sends the customer information acquired by said information acquirer and the product information sent by said product information sender, to a targeted sales-staff terminal through said communications section in accordance with the staff information acquired by said staff information acquirer.

2. (Previously Presented) The server device according to claim 1, wherein:

said product-information sender sends a Web page including predetermined product information to the at least one customer terminal; and

said sales-information sender sends an e-mail including the customer information acquired by said customer information acquirer and the contact information received by the contact-information receiver, to the at least one sales-staff terminal.

3. (Currently Amended) The server device according to claim 1, wherein said staff information storage section stores staff information including an e-mail address of a sales staff;

said staff information acquirer acquires staff information including an e-mail address of a specified sales staff associated with a pre-existing customer; and

said sales-information sender sends an e-mail including the information regarding the pre-existing customer and acquired by said information acquirer and the contact information received by said contact-information receiver, to an e-mail address acquired by said staff-information acquirer.

4. (Currently Amended) A method for supporting sales performance, comprising the steps of:

sending predetermined product information to at least one customer terminal via a communications network;

receiving contact information sent, to any sales staff, from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a pre-existing customer corresponding to the at least one customer terminal, from a customer-information storage section storing customer information in response to the contact information received at said step of receiving the contact information, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

acquiring staff information regarding a specified sales staff associated with the customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the contact information received at said step of receiving the contact information, to a targeted sales staff terminal through a communications network, in accordance with the staff information acquired at said step of acquiring staff information.

5. (Previously Presented) The method according to claim 4, wherein:

said step of sending the product information includes a step of sending a Web page including the predetermined product information to the at least one customer terminal; and

said step of sending the sales information includes a step of sending an e-mail including the customer information acquired at said step of acquiring the customer information, to said at least one sales staff terminal.

6. (Currently Amended) A method for supporting sales performance, comprising the steps of:

sending a Web page including product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

receiving contact information sent, to any sales staff, from said at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a pre-existing customer corresponding to said at least one customer terminal, from a customer-information storage section storing customer information, in accordance with the contact information received at said step of receiving the contact information, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

acquiring staff information regarding a specified sales staff associated with the pre-existing customer, from a staff-information storage section storing staff information, in accordance with the customer information acquired at said step of acquiring the customer information regarding the pre-existing customer; and

setting, as an addressee, an e-mail address included in the staff information acquired at said step of acquiring the information regarding the at least one corresponding sales staff, thereby sending an e-mail including the customer information acquired at said step of

acquiring the customer information and the contact information received at said step of receiving the contact information, to said at least one sales-staff terminal of a targeted sales staff through a communications network.

7. (Currently Amended) A computer readable recording medium recording a program for controlling a computer to execute a method for supporting sales performance comprising the steps of:

sending predetermined product information to at least one customer terminal via a communications network;

receiving contact information sent, to any sales staff, from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a pre-existing customer corresponding to the at least one customer terminal, from a customer-information storage section storing customer information in response to the contact information received at said step of receiving the contact information, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

acquiring staff information regarding a specified sales staff associated with the pre-existing customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the contact information received at said step of receiving the contact information, to at least one sales staff terminal through a communications network.

8. (Currently Amended) A data signal embodied in a carrier wave and representing an instruction sequence for controlling a computer to execute a method for supporting sales performance comprising the steps of:

sending predetermined product information to at least one customer terminal via a communications network;

receiving contact information sent, to any sales staff, from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring information regarding a pre-existing customer corresponding to the at least one customer terminal, from a customer-information storage section storing customer information in response to the contact information received at said step of receiving the contact information, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

acquiring staff information regarding a specified sales staff associated with the pre-existing customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the contact information received at said step of receiving the contact information, to a targeted sales staff terminal through a communications network, in association with the staff information acquired at said step of acquiring staff information.

9. (Currently Amended) A server device, comprising:

a customer-information storage section which stores customer information regarding at least one ~~registered~~ pre-existing customer, wherein the customer information regarding the

at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

a staff-information storage section which stores staff information regarding at least one sales staff in association with the customer information stored in said customer-information storage section;

a communications section which sends and receives predetermined information to and from at least one customer terminal and at least one sales-staff terminal connected with each other through a communications network;

a product-information sender which sends predetermined product information to the at least one customer terminal through said communications section;

a request-information receiver which receives request information requesting a detailed description of a product, sent from the at least one customer terminal in association with the product information sent by said product-information sender, through said communications section;

a customer information acquirer which acquires customer information regarding a pre-existing customer corresponding to the at least one customer terminal from the customer information storage section, in response to the request information received by said request-information receiver;

a staff-information acquirer which acquires staff information regarding a specified sales staff associated with the pre-existing customer, from said staff-information storage section, in accordance with the customer information acquired by said customer information acquirer; and

a sales-information sender which sends the customer information acquired by said customer information acquirer and the request information received by said request information receiver, in accordance with the staff information acquired by said staff

information acquirer to the at least one sales-staff terminal through the communications section.

10. (Previously Presented) The server device according to claim 9, wherein:  
said product-information sender sends a Web page including the predetermined product information to the at least one customer terminal; and  
said sales-information sender sends an e-mail including the customer information acquired by said customer information acquirer and the request information received by said request information receiver to the at least one sales-staff terminal.

11. (Currently Amended) A server device, comprising:  
a customer-information storage section which stores in advance customer information regarding at least one ~~registered~~ pre-existing customer, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

a staff-information storage section which stores staff information regarding at least one sales staff in association with customer information regarding the at least one pre-existing customer stored in said customer-information storage section;

a communications section which sends and receives predetermined information to and from at least one customer terminal and at least one sales-staff terminal through a communications network;

a customer-information sender which sends the pre-existing customer information stored in said customer-information storage section to the at least one customer terminal through said communications section;



a request-information receiver which receives request information for requesting update of the customer information, sent from the at least one customer terminal in association with the customer information sent by said customer-information sender, through said communications section;

a customer information updating section which updates the customer information regarding the at least one pre-existing customer and received by said request-information receiver;

a staff information acquirer which acquires staff information regarding a specified sales staff associated with the pre-existing customer, from said staff-information storage section; and

a sales-information sender which sends the customer information updated by said customer information updating section, to the at least one sales-staff terminal through the communications section in accordance with the staff information acquired by said staff information storage section.

12. (Previously Presented) The server device according to claim 11, wherein:  
said customer-information sender sends a Web page including the customer information corresponding to the at least one customer terminal to the at least one customer terminal; and

said sales-information sending section sends an e-mail including the customer information updated by said customer information updating section, to said at least one sales-staff terminal.

13. (Currently Amended) A method for supporting sales performance, comprising the steps of:

sending predetermined product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

receiving request information for requesting a detailed description of a product, sent from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a pre-existing customer corresponding to the at least one customer terminal from said customer information storage section storing the customer information, in response to the request information received at said step of receiving the request information, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

acquiring staff information regarding a specified sales staff associated with the pre-existing customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the request information received at said step of receiving request information to said at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.

14. (Previously Presented) The method according to claim 13, wherein:

said step of sending the product information includes a step of sending a Web page including the predetermined product information to the at least one customer terminal; and

said step of sending the sales information includes a step of sending an e-mail including the customer information acquired at said step of acquiring the customer information, to the at least one sales-staff terminal.

15. (Currently Amended) A method for supporting sales performance, comprising the steps of:

sending information regarding at least one pre-existing customer stored in a customer-information storage section, in response to accessing from the at least one customer terminal through a communications network, to the at least one customer terminal, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

receiving request information, sent from the at least one customer terminal in association with the customer information sent at said step of sending the customer information and requesting update of the customer information;

updating the customer information registered in the customer-information storage section, in accordance with the request information received at said step of receiving the request information;

acquiring staff information regarding a specified sales staff associated with the pre-existing customer, from said staff-information storage section storing the staff information; and

sending the customer information updated at said step of updating the customer information, to at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.

16. (Previously Presented) The method according to claim 15, wherein:

said step of sending the customer information includes a step of sending a Web page including the customer information corresponding to the at least one customer terminal, to the at least one customer terminal; and

said step of sending the sales information includes a step of sending an e-mail including the customer information updated at said step of updating the customer information, to the at least one sales-staff terminal.

17. (Currently Amended) A computer readable recording medium recording a program for controlling a computer to execute a method for supporting sales performance, said method comprising the steps of:

sending predetermined product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

receiving request information for requesting a detailed description of a product, sent from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a pre-existing customer corresponding to the at least one customer terminal from said customer information storage section storing the customer information in response to the request information received at said step of receiving the request information, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

acquiring staff information regarding a specified sales staff associated with the pre-existing customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the request information received at said step of receiving request information to at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.

18. (Currently Amended) A computer readable recording medium recording a program for controlling a computer to execute a method for supporting sales performance, said method comprising the steps of:

sending information regarding a pre-existing customer stored in a customer-information storage section, in response to accessing from the at least one customer terminal through a communications network, to the at least one customer terminal, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

receiving request information, sent from the at least one customer terminal in association with the customer information sent at said step of sending the customer information and requesting update of the customer information;

updating the customer information registered in the customer-information storage section, in accordance with the request information received at said step of receiving the request information;

acquiring staff information regarding a specified sales staff associated with the pre-existing customer, from said staff-information storage section storing the staff information; and

sending the customer information updated at said step of updating the customer information, to at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.

19. (Currently Amended) A data signal embodied in a carrier wave and representing an instruction sequence for controlling a computer to execute a method for supporting sales performance, said method comprising the steps of:

sending predetermined product information, in response to accessing from at least one customer terminal through a communications network, to the at least one customer terminal;

receiving request information for requesting a detailed description of a product, sent from the at least one customer terminal in association with the product information sent at said step of sending the product information;

acquiring customer information regarding a pre-existing customer of the at least one customer terminal from said customer information storage section storing the customer information, in response to the request information received at said step of receiving the request information, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

acquiring staff information regarding a specified sales staff associated with the pre-existing customer, from a staff-information storage section storing the staff information, in accordance with the customer information acquired at said step of acquiring customer information; and

sending the customer information acquired at said step of acquiring the customer information and the request information received at said step of receiving request information to at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.

20. (Currently Amended) A data signal embodied in a carrier wave and representing an instruction sequence for controlling a computer to execute a method for supporting sales performance, said method comprising the steps of:

sending information regarding a pre-existing customer stored in a customer-information storage section, in response to accessing from the at least one customer terminal through a communications network, to the at least one customer terminal, wherein the customer information regarding the at least one pre-existing customer was obtained in a registration process for each pre-existing customer;

receiving request information sent from the at least one customer terminal in association with the customer information sent at said step of sending the customer information and requesting update of the customer information;

updating the customer information registered in the customer-information storage section, in accordance with the request information received at said step of receiving the request information;

acquiring staff information regarding a specified sales staff associated with the pre-existing customer, from said staff-information storage section storing the staff information;  
and

sending the customer information updated at said step of updating the customer information to at least one sales-staff terminal through a communications network in accordance with the staff information acquired at said step of acquiring staff information.